

About our customer charter

The Water Company



Easy English

Hard words



This book has some hard words.

The first time we write a hard word

- the word is in **blue**

- we write what the hard word means.

You can get help with this book



You can get someone to help you

- read this book

- know what this book is about

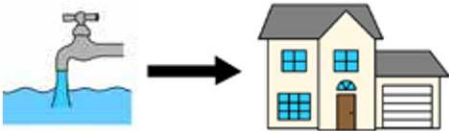


- find more information.

About this book



This book is written by The Water Company.



The Water Company

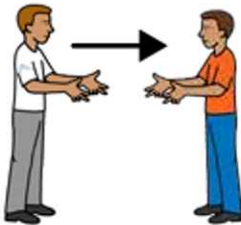
- brings clean water to your house



- takes used water from your house.

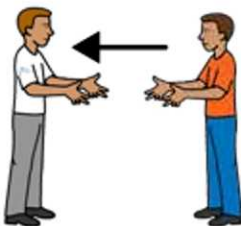


This book has important information about our **customer charter**.



Our customer charter says

- what we must do for you



- what you must do for us.



You can read the full customer charter on our website.

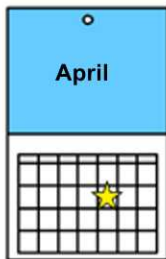
About your water bills



You **must** pay for your water services.



We will send you a water bill every 3 months.



You can ask us to change the day you pay your water bill. For example, you can ask to pay every month.



You can choose to get your bill

- sent in the mail



- sent in an email



- sent in a text to your phone



- sent to someone who is allowed to pay your bills.

About charges

Your bill shows 2 types of charges.

These are

- **variable**

and

- **fixed.**



A variable charge is the amount you pay for the water you use.



A fixed charge is the amount a house owner pays for the water service.

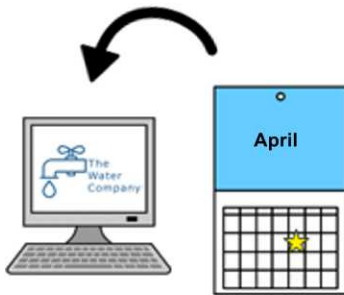
How to pay

You can pay your water bill in 7 different ways.



1. Direct debit

Direct debit means we take money from your bank account when your water bill is due.



If you want to pay by direct debit you **must**

- set it up **before** your water bill is due
- have enough money in your bank account to pay.



2. BPay

BPay means you pay online using a code on your water bill.



3. Australia Post billpay



You can take your water bill into the post office and pay.

4. On our website



You can visit our website and pay your water bill online.

5. Centrepay



You can pay your water bill from your Centrelink payments.



You can call Centrelink for more information.

6. Phone



You can call us to pay your water bill by credit card.

7. Cheque



You can send us a cheque in the mail.

About concessions

You can ask if you are allowed to get a **concession**.

Concession means you have a card from the government. For example, you might get a concession if you

- are older
- have a disability.



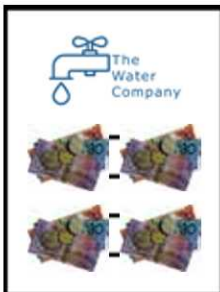
Help to pay

You can tell us if it is hard for you to pay your water bill.



You can ask for a **payment plan**.

A payment plan means you pay small amounts so you do **not** have to pay a big bill.



Other ways we can help

Ask us for information about how we can help.

For example



- if you have a disability



- if you are sick.

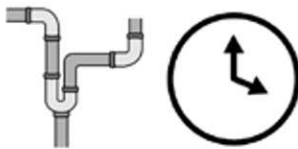
Our service standards

We **must** give you good service.

For example, we **must**



- give you water that is safe and meets your needs



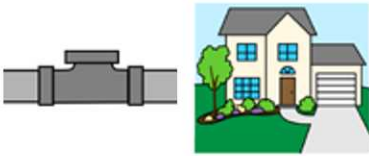
- fix problems with your water service as soon as we can



- fix blocked sewers as soon as we can

- pay you if we do **not** give these services.

About your water service



We must take care of the pipes and water service up to the front of your house or property.



The house owner must take care of the pipes and plumbing around the house.

Questions or complaints



You can contact us to

- ask a question

or



- make a **complaint**.

A complaint means you tell someone you are **not** happy about something.

We will fix the problem within 10 business days.

If you are still **not** happy you can contact the Energy and Water Ombudsman or EWOV.



Call 1800 500 509.

Your privacy



We follow **privacy** laws.



Privacy means we do **not** share your personal information with other people or groups.

You can read our privacy policy on our website.



More contact information



If you need help to speak or listen

Contact The Water Company through the National Relay Service or NRS.

Call the NRS help desk

1800 555 660



Website communications.gov.au/accesshub/nrs

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Scope (Aust) Ltd produced this Easy English version with University of Melbourne in June 2020.

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